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FINANCE - PAYMENT TRACKING SYSTEM - PTS

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Payment Tracking System (PTS) is a "clearing house" application designed, developed and maintained by the Division of Finance used to send electronic warrant and funds transfer information to contracted financial institutions.

Users log into the system to manually add payments, cancel existing payments and research payments that have been cleared or rejected (in the case of Electronic Funds Transfers (EFT)) by the bank.

Several applications maintained by state agencies as well as the FINET application send daily or monthly interfaces to PTS. Two daily interfaces originate with PTS and are sent to either the State Tax Commission or Office of Recovery Services. A monthly interface (detailed below), is sent to Unclaimed Property and an annual (on June 30) interface (detailed below) is sent to the Treasurer's Office.

The payment tracking system has two daily cycle routines, executed by the Division of Finance – Financial Information Systems – Systems Operations Support team. Clearly defined and documented desk procedures are in place to guide the team as they execute these cycles.

PTS is written in, and maintained with Powerbuilder development tools. The database environment supporting PTS is Sybase.

Document retention and historical retrieval are essential elements of the application. Warrants that have not been cashed remain in an open status until a future stale date (usually one year after payment is issued by the state), and cleared payments are researched for several years. Once a month, payments set to a status of stale are sent to Unclaimed Property for further processing.

PTS is actually three database repositories accessed through the application, 1) Current Payment Database containing payment data not "archived" to the history database, 2) History Database containing payment records which have been "archived" from the Current Payment Database, and 3) Archived History Database, a repository for History Database records that have been further "archived".

The PTS application has been moved to a virtual server (File and Print server) and is hosted by DTS Infrastructure. Ongoing maintenance and support of this virtual server (and the underlying physical hardware) is the responsibility of DTS Infrastructure. This includes backup processing using the Tivoli backup methodology.

The Sybase database that the PTS application runs on has been moved to virtual server and is hosted by DTS Infrastructure. Ongoing maintenance and support of this virtual server (and the underlying physical hardware) is the responsibility of DTS Infrastructure. This includes backup processing using the Tivoli backup methodology.

The hours of support required for Payment Tracking System are listed below.

Application	Support Hours	Days of Week
Payment Tracking System	Business Hours	Monday - Friday

PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Payment maintenance (online adds and cancels)	Online users add payment information to the system as payments are manually added to other systems. Online users also cancel payments in PTS that have not yet been sent to the bank for processing. Checks sent to the bank may also be cancelled.

Daily Cycle	**Morning Cycle:**
	The PTS daily morning cycle loads and processes three interface files downloaded from the bank's website – one for cleared warrants, and one for rejected EFT transactions and one for cleared PayPlus transactions.
	Once processed, if rejected EFT transactions are received for the Tax Commission or FINDER, PTS generates two interface files to be sent to these two systems. Both interface files are stored on the LAN maintained by the Division of Finance.
	FINET EFT's are loaded and placed on hold. This is to give Disbursements the ability to review these payments. These payments show on the system but cannot have maintenance in any way nor sent to the bank until they have been released by Disbursements.
	Afternoon Cycle:
	The PTS daily afternoon cycle loads interfaces from several systems, both warrants and EFTs, and prepares these transactions to be sent to the bank for processing.
	The afternoon process also generates one interface for Office of Recovery Services.

Interfaces	The Payment Tracking System (PTS) has the following interfaces:
	Interfaces In:
	▪ US Bank – Cleared warrants. Manual download from US Bank website.
	▪ US Bank – Rejected EFT transactions. Manual download from US Bank website.
	▪ US Bank – Cleared PayPlus EFT transactions. Manual download from US Bank website.
	▪ Warrants
	✓ DHS USSDS
	✓ ORS ORSIS
	✓ DOH MMIS
	✓ Payroll
	✓ FINET (New warrants and Cancels)
	✓ UI Clearing
	✓ Tax Refunds
	▪ EFT's
	✓ UT Medicaid
	✓ Labor Commission Employee Reinsurance
	✓ USSDS
	✓ UI Benefits
	✓ FINET
	✓ FINDER Tax
	✓ FINDER Non-Tax
	✓ FINET (New EFT's and PayPlus EFT's)
	Interfaces Out:
	▪ Tax Commission – Rejected EFT transactions
	▪ FINDER – Rejected EFT transactions
	▪ Office of Recovery Services – Complete set of all payment transactions and their status for ORS.
	▪ Unclaimed Property – Monthly dated warrants.
	▪ FINET – Journal voucher accounting adjustments.
	▪ FINET – Record of each FINET Warrant cleared and EFT sent to the bank.
	▪ US Bank – warrants transfer
	▪ US Bank – EFT and PayPlus EFT transfers
Unclaimed Property Process	Once a month, on the last working day of the month, a process is executed to create a report and a file for Unclaimed Property of all warrants that have progressed to a status of "stale" during the last month.
	Once generated, this file is manually sent to Unclaimed Property via email.
Auditor's Annual Payment Report / File	On or about June 30th of each year, an annual process is executed to create a report and a file for the State Auditor's Office. Both the report and the file are manually sent via email.

FEATURES NOT INCLUDED

FEATURE	EXPLANATION
All items not included in the design	Functionality that is not included in the design of PTS or explicitly required and agreed upon as an enhancement is not included.

RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
Rates for Support	The update and maintenance of this system will be at the DTS approved rate for application development support.	See DTS Approved Rate

ORDERING AND PROVISIONING

Application enhancement and updates may be requested by contacting the DAS - Division of Finance Financial Information Systems (FIS) team in person or by sending an email message to PTS Control, An initial discussion of scope will be conducted, appropriate resources identified and reviewed and a project initiated upon approval by the Division of Finance Director and the Division of Finance FIS Manager.

DTS RESPONSIBILITIES

DTS is responsible for:
- Utilizing DTS methodologies for development and implementation of changes and enhancements
- Being able to customize the deliverable as requested by the customer
- Maintaining the system per the request of the user within the hourly rate
- Managing technical aspects of the project for making enhancements or implementing system updates / upgrades
- Ongoing maintenance and support for the PTS application server (File and Print server). This virtual server is hosted and maintained by the DTS Infrastructure team. This includes backup processing using the Tivoli backup methodology.
- Ongoing maintenance and support for the Sybase database server that the PTS application runs on. This virtual server is hosted and maintained by the DTS Infrastructure team. This includes backup processing using the Tivoli backup methodology.

AGENCY RESPONSIBILITIES

The Agency is responsible for:
- Providing direction and guidance for the scope of all PTS system projects
- Following change processes if the scope of the project changes
- Providing access to needed business resources for information gathering, QA testing, and sign off

DTS SERVICE LEVELS AND METRICS

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Services web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
System Availability	This system needs to be available during normal business hours, Mon-Friday. It needs to be available for off business hour application processing requirements. Normal business hours are: 8:00 a.m.-5:00 p.m. We are striving for 99% availability during the supported hours. This will allow for unplanned downtime due to unforeseen events.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: http://dts.utah.gov/metrics/index.php.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority – 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: http://dts.utah.gov/metrics/index.php.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Services web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied